

Commonwealth of Massachusetts

Executive Office of Public Safety and Security

Department of Correction

Family and Friends Handbook





Table of Contents

4	<u>Introduction from the Commissioner</u>	20	<u>Life-Saving Medication/ Medical Devices for Visitors</u>
6	<u>Understanding the Department of Correction</u>	22	<u>Grievances</u>
7	<u>Locating an Inmate</u> <u>Inmate Safety</u> <u>Admission & Orientation</u>	23	<u>Disciplinary</u>
8	<u>Initial Assessments</u>	25	<u>Legal Services & Access to the Courts</u> <u>Rights of Disabled Inmates</u>
9	<u>Classification</u>	26	<u>Educational Programs</u>
10	<u>Sentences and Release Dates</u>	27	<u>Program Services</u> <u>Substance Abuse Services</u>
11	<u>Clinical Services</u> <u>(Medical & Mental Health Services)</u>	28	<u>Volunteer Services</u> <u>Sex Offender Treatment Programming</u>
14	<u>Inmate Money</u> <u>Canteen Services</u>	30	<u>Reentry Services</u>
15	<u>Inmate Property</u> <u>Communications</u> <u>Communicating Urgent Information</u>	32	<u>Parole</u> <u>Victim Services</u>
16	<u>Routine Communication</u> <u>Telephones</u>	33	<u>Effects of Incarceration on Families</u> <u>Services for Families and Friends</u>
17	<u>Mail</u>	34	<u>List of Facilities</u>
18	<u>Visitation</u>	35	<u>Terms and Definitions</u>
		37	<u>Evaluation</u>



*A message to family and friends from
Acting DOC Commissioner
Luis S. Spencer*



April 7, 2011

Dear Visitor:

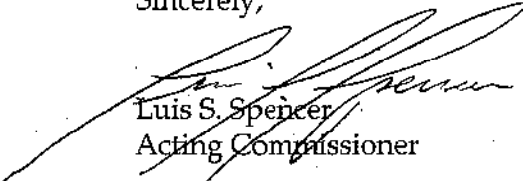
I am pleased to present you with the latest edition of the Family and Friends Handbook. Those of you who are familiar with our handbook will find new content that reflects changes that have occurred within the Massachusetts Department of Correction. I encourage you to take some time to thoroughly review this handbook as it may help to answer questions or concerns that you may have.

When a family member or friend becomes incarcerated, we understand there may be challenges to your way of life. You may experience financial hardship or lack of care and support for your children. As difficult as this may be for you, your emotional support to your family member or friend during this time is important. Community connections maintained during the period of incarceration provide valuable reentry resources and overall stability. The Department of Correction wants to be a resource for you so that you are better able to assist your family member or friend through this period of incarceration.

As your family member or friend enters the Department, there will obviously be rules that need to be followed. These rules are necessary to fulfill the mission of protecting the public, staff, inmates and you. They are also important tools that we need to use in order to safely provide important services to the inmates. Contact with your family member or friend by mail or visits will be subject to the rules. Adjusting to the new environment and way of life can be a source of frustration. This handbook is meant to be a source of information for you to ease this period of transition. Within the handbook you will find information regarding a variety of topics, with links to Department policies. A list of facilities and their contact information, as well as a definition section is also included. It is our hope that this handbook will help you better understand the Massachusetts Department of Correction and answer most of your questions. The handbook is available on line at www.mass.gov/doc, and in all visiting room lobbies.

At the end of this handbook we have provided an evaluation form. Please take the opportunity to let us know what we can do to improve the next edition. We look forward to your feedback.

Sincerely,


Luis S. Spencer
Acting Commissioner

Vision

To effect positive behavioral change in order to eliminate:

- Violence*
- Victimization*
- Recidivism*

Mission

Promote public safety by managing offenders while providing care and appropriate programming in preparation for successful re-entry into the community

Manage - Care - Program - Prepare

Core Value

#1

Responsible





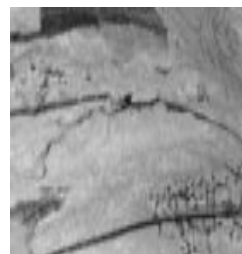
Understanding the Department of Correction

The Governor is the head of the executive branch of state government. Within this branch are several major departments called secretariats or executive offices. One such secretariat is the Executive Office of Public Safety and Security (EOPSS). The Department of Correction (DOC) is one of several departments under this secretariat. EOPSS is headed by the Secretary of Public Safety and Security. The DOC is headed by the Commissioner of Correction.

The Commissioner is responsible for the overall management and operation of the DOC and ensures the safe, humane incarceration of inmates committed by the judicial system to our custody.

The Commissioner administers an operating budget of approximately \$502,000,000. The Department employs approximately 5,000 employees and houses approximately 11,000 inmates in 18 correctional facilities. The Department does not manage the day to day operations of the County Jails and Houses of Correction, and these facilities are not under the jurisdiction of the Department of Correction.

Each correctional facility has an administration. These staff make decisions about the management of the facility and consult regularly with senior leaders and support staff of the Department of Correction at Central Headquarters. There is a Superintendent of each correctional facility, and at most facilities, a Deputy Superintendent of Operations and a Deputy Superintendent of Classification and Treatment. There are also a variety of other staff, which may include, but not be limited to: Captains, Lieutenants, Sergeants, Correction Officers, Correctional Program Officers, Teachers, Chaplains, Maintenance Staff, Recreation Officers, and Food Service Staff. In addition, the Department contracts with several vendors to provide essential services. For example, doctors and nurses employed by the UMASS Medical School's Commonwealth Medicine provide medical care to inmates; psychiatrists and social workers employed by MHM provide mental health care; and some rehabilitation and reentry services are provided by staff employed by Spectrum, Inc. (See list of specific facilities and links to web sites).



Admission and Orientation

Locating an Inmate

Typically an inmate entering the Department will arrive and be housed at a committing facility while a permanent housing determination is made. Some exceptions to this are made, such as male inmates serving first or second degree life sentences. If you find yourself in need of locating a family member or friend, you may do so if you have the inmate's first and last name and/or commitment number. You can call (877) 421-8463, or if you have access to a computer you can look up the inmate on line at www.vinelink.com. Please note that the website is not run by the Department. If you have any questions about it, please contact the support noted for that website.

Inmate Safety

If an inmate expresses a concern to you about not feeling safe, is despondent, states he or she wants to harm themselves, or feels that he or she has enemies at the facility where he or she is housed, please encourage your family member or friend to contact the closest staff person and disclose the concerns. In addition, please report these concerns by the fastest means possible to the Superintendent's office (business hours) or to the Shift Commander (non-business hours) so that immediate action can be taken to ensure the safety of all. The Department wants to work with you to take the appropriate action to ensure the safety of all inmates.

Along the same vein, it is important to note that the Department employs many security protocols to ensure the safety of staff, inmates and visitors. Such things include but are not limited to: searches, urinalysis testing, video surveillance, and physical counts. The utilization of these security measures at times may seem like an inconvenience or unnecessary for inmates and inmate visitors. Yet, these security measures are put in place to assist with maintaining a safe environment for staff, inmates and visitors.

Admission is the process by which an inmate is brought into the legal custody of the Department. With some exceptions, male inmates are normally admitted to MCI-Cedar Junction and female inmates are admitted to MCI-Framingham. This includes inmates who are being held on an awaiting trial status by a court. Inmates serving life sentences may be transferred upon admission to the maximum security prison in Shirley, Souza-Baranowski Correctional Center. Inmates who have been civilly committed to certain facilities for specialized assessments, evaluations, and treatment, such as Bridgewater State Hospital, the Massachusetts Alcohol and Substance Abuse Center, and the Massachusetts Treatment Center for Sexually Dangerous Persons are admitted directly to those sites and are not initially brought to any other facility.

Upon admission an inmate is searched, interviewed, and provided with an initial medical and mental health evaluation. Following this admission screening, the inmate is assigned to a room/cell. The inmate's property is inventoried and given to the inmate if the inmate is allowed to possess it in accordance with the Department property regulations. If the inmate is not allowed to possess it, the inmate may make arrangements to send it to someone in the community; have it destroyed; or, under certain limited circumstances, have it stored at the facility at which s/he is housed. Certain items are provided to the inmate upon admission. These items include: personal hygiene items (soap, toilet paper, a toothbrush, toothpaste, etc.) as well as clean bedding, and clean clothes. For additional information please refer to [103 DOC 750, Hygiene Standards](#) and [103 DOC 755, Clothing, Linen and Laundry](#).

All newly admitted inmates must attend an orientation program within four weeks of admission. Telephone access, visiting procedures, mail, classification procedures, programming, reentry, access to medical services and sick call; disciplinary procedures, canteen services, inmate counts and movement, recreation, personal property, housing regulations, facility rules and regulations, facility grievance procedures, prohibition of smoking or possession of tobacco and tobacco related products, emergency evacuation, sexual misconduct, and telephonic interpreter service information are some of the topics covered during orientation.

Any newly admitted inmate who has medical and/or mental health needs that must be immediately addressed upon being received at a department facility will be seen by the appropriate healthcare professional so that those needs can be addressed. This could include admission to a facility infirmary, the administration of medication, or even placement in a hospital in the community if the inmate's condition so warrants.

Family members and friends may have contact with a newly admitted inmate via telephone, visitation, and the mail. Newly admitted inmates are allowed access to telephone communication within 24 hours of arrival, unless circumstances at the time merit a delay. More information about how you may communicate with an inmate by telephone, visitation, and the mail is provided in the section of this handbook entitled Communication. For additional information regarding Admission, please refer to [103 DOC 401, Booking and Admission Policy](#), which is accessible at the Department's internet website.



Initial Assessments

Upon commitment to the Department, all inmates receive a variety of assessments, including medical, mental health, recidivism risk assessment and program planning, and education.

Health Assessments

Immediately upon admission every new inmate to the Department receives an initial medical and mental health screening. This screening includes an assessment of risk for suicide, chronic medical problems, unresolved acute medical problems, communicable diseases, mental illness, dental issues, and issues related to any prior sexual assaults where the inmate may have been the victim. After receiving this initial screening, every inmate then receives a comprehensive medical examination within seven days. Based on the outcome of this assessment, staff may make referrals for follow-up services including chronic disease management for diabetes, asthma, seizure disorder, hypertension, etc.

Mental Health Assessment

Upon admission each inmate is assessed to determine if the inmate is experiencing a mental health crisis and/or if the inmate poses a risk for suicide. If the inmate is in crisis or does pose a suicide risk then Department staff will take appropriate action to keep the inmate safe and address his/her issues. Also, each newly admitted inmate receives a complete mental health evaluation within 14 days of commitment to the Department. As a result of this screening, if it is determined that the inmate requires additional services, such referrals for these services can be made. The Mental Health Departments in DOC facilities can provide services which include: ongoing individual and group therapy, com-

prehensive mental health evaluations and treatment plans, psychiatric medication consults, crisis assessment/intervention, psychological testing, screening for mental retardation, transfer to inpatient hospitalization when indicated, discharge planning, and coordination of aftercare.

Recidivism Risk Assessment and Program Planning

The Department assesses most new criminally sentenced inmates for those factors which can increase that individual's risk for committing additional crimes and/or re-offending. Once those factors have been identified, a personalized program plan is developed to help address those issues (i.e. substance abuse, anger management, educational and vocational training, etc.) so that the inmate is better prepared for his/her eventual reentry to the community. By encouraging an inmate to actively participate and successfully complete these recommended programs, you can help your family member or friend be that much more prepared for release and community reentry, as well as promoting a more positive, healthy environment while s/he is still incarcerated.

Educational Assessment

Upon criminal sentencing into the Department, an educational assessment is completed for every inmate. Inmates must take the Test of Adult Basic Education (TABE) and a self scoring Occupational Interest Survey. The TABE test provides a grade level in math, reading, and language. The testing may indicate that additional special education and oral tests are needed. These tests will also be administered if there is a need. If an inmate does not speak English as a first language, he will be given the Basic English Speakers Test (BEST). When the inmate is transferred to a different facility, the information gained from the assessments will be received by counselors who will discuss appropriate classes and, if applicable, discuss educational alternatives.

Classification

The classification process assesses the inmate's custody requirements and programmatic needs and matches those to the appropriate security level to ensure his/her safety, the safety of staff and other inmates, and the safety of the public.

There are two types of inmate classification. The first classification of an inmate that occurs shortly after admission to the Department is called an "initial classification". All other classification reviews that happen after the first review are called "reclassifications". At these reclassification reviews, an inmate's custody or security level and any previous program recommendations are reviewed at least annually for inmates in medium and maximum security. Inmates in minimum or pre-release security are reviewed at least every six months.

Inmates are classified using an objective point based classification tool that is completed by a Correctional Program Officer. This tool scores an inmate's offense, adjustment to incarceration (past and present), program involvement and other variables or factors in order to determine an appropriate custody level of either maximum, medium, minimum, or pre-release.

The custody level to which an inmate is classified is driven by the inmate's total point score. For male inmates, 12 or more points scores maximum custody, 6-11 points scores medium custody and 5 or fewer points scores minimum custody or below. For female inmates, 9 or more points scores medium custody and 8 or fewer points scores minimum custody or below.

An inmate may reduce his/her score with program participation or work assignment and with age. They also will increase their score with disciplinary reports.

A small number of cases may have their scores overridden or deviated from due to certain policy restrictions or other specified reasons. Examples of such reasons include a very poor adjustment within the facility which may result in a maximum or medium custody designation despite a low score. A very positive adjustment could result in a security designation lower than the score would indicate.

Once an inmate's custody level has been determined through the objective classification process, the inmate is designated for placement or assignment to a facility within that level (maximum, medium, minimum, or pre-release) taking into consideration enemies, program needs, medical/mental health needs and available bed space. Although home area is also a consideration, it is often not possible to make that accommodation due to other factors that must take priority. The inmate is then transferred to that specific facility or placed on a waiting list based on the date of the Commissioner designee's sign off.

An inmate may support or appeal either the custody level that is recommended and/or the facility to which s/he has been designated for transfer. Once the inmate is notified in writing of a classification decision the inmate has five business days to submit an appeal using the Inmate Placement Request/Appeal form.

An inmate may request an early classification review by submitting his/her request in writing to the facility's Director of Classification or designee.

For additional information regarding Classification, please refer to [103 CMR 420, Inmate Classification](#), which is accessible at the Department's internet website, www.mass.gov/doc, in the right column under "Research and Statistics" is the DOC Policies link.



Sentences and Release Dates

Upon commitment to the Department, an inmate's parole and release dates are calculated based on the sentence imposed by the court and as documented by the sentence and commitment papers (Mittimus). An inmate sentenced to the State Prison generally receives two terms – a minimum and a maximum term, for example an 8 to 10 year sentence for an offense. In this example, 8 years would be the minimum sentence and 10 years would be the maximum sentence.

The dates resulting from these terms include a Parole Eligibility date (PE), a Minimum date, and a Maximum date. The PE date, which is generally the minimum term, reflects the date the Massachusetts Parole Board would consider the inmate for release to the community under their supervision. The maximum date is the date on which the Department will release the inmate from custody if there are no other sentences to be served. Both dates, if the sentence has no restrictions, can be reduced by earned good time.

Inmates may be sentenced to several sentences running at the same time (concurrent sentences). In these cases, the calculations from individual sentences are compared, and the longest of each of the dates will serve as the inmate's governing PE and Maximum dates. Conversely, some inmates may receive sentences that are ordered to be served after (consecutively or "From and After") another sentence. In these instances, the sentence may, or may not, be aggregated or added together depending upon the chapter and section associated with the sentence.

During an inmate's incarceration, s/he may become involved in activities that are eligible for awards of "earned good time" (EGT). An inmate may earn as much as 7.5 days per month for successful participation in work, education and/or program activity. In addition, an inmate placed at the Department's prison camp (designated by state law as being MCI-Plymouth), may be eligible for an additional 2.5 days of Camp Time per month. Any awards of EGT or Camp Time reduce both the Parole Eligibility date and the Maximum date. To receive these awards, an inmate must successfully participate in work, education, and/or program activity and the inmate must receive a performance rating of satisfactory or higher in order to receive the earned good time credit. Some offenses may limit or prohibit the earning of earned good time deductions from their sentences. However, this does not prevent an inmate from participation in these opportunities to address their rehabilitation needs.

For additional information regarding Release Dates, please refer to [103 CMR 410, Sentence Computations](#) or [103 CMR 411, Deduction From Sentence](#) which is accessible at the Department's internet website.

Clinical Services (Medical, Mental Health, Sex Offender Treatment and Disability Services)

The Department provides health care to the inmate population that meets a community standard of care, and includes medical, mental health, dental, and additional services in compliance with applicable state and federal law, regulatory requirements, and accrediting organization standards. These services are carried out through a relationship between the Department and its contracted vendors. The University of Massachusetts Medical School's Commonwealth Medicine provides medical services for all inmates, except for those at Bridgewater State Hospital. MHM provides mental health services at all sites and medical services at Bridgewater State Hospital. Forensic Health Services, a subsidiary of MHM, provides mental health services at MCI-Framingham. MHM also provides sex offender treatment services at the Massachusetts Treatment Center for Sexually Dangerous Persons in Bridgewater as well as at North Central Correctional Institution in Gardner, MCI-Norfolk, Old Colony Correctional Center in Bridgewater, and MCI-Framingham.

After the initial assessment that is conducted upon an inmate's admission to a DOC facility, an inmate may access routine health services, mental health services, and dental care through established procedures at the facility in which the inmate is housed. These procedures are communicated to each inmate through the inmate orientation program. It is important to remember that every correctional facility does not offer the same level or kind of on-site health services, but an inmate will be housed at a facility that provides the services that s/he needs.

The Department provides medical and mental health services through out-patient or ambulatory care clinics at all sites. These services may include routine medication distribution which is done on a daily basis to visits with a medical doctor or nurse practitioner for primary care to follow-up visits with





specialists for cardiac or infectious disease issues. Inmates who require other specialized services may receive them on an out-patient basis at the Lemuel Shattuck Hospital (LSH) in Jamaica Plain. Inmates who require in-patient care for treatment of an acute, serious medical condition may receive that care at LSH or at another acute-care hospital in the community. Inmates with less serious medical conditions but who cannot be housed in a general population because of that condition could be placed, upon the order of a doctor, in an infirmary. Currently the Department operates infirmaries for males at Souza-Baranowski Correctional Center, and Bridgewater State Hospital and for females at MCI-Framingham. Inmates who require assistance with self care may be housed in what is called the "ADL Unit" (ADL stands for "activities of daily living") at MCI-Shirley and MCI-Norfolk. MCI-Shirley operates a 35 bed skilled nursing care unit.

Emergency medical and mental health services are available to all inmates as needed, 24 hours per day, seven days per week. An inmate can request emergency medical or mental health services through a staff member.

The Department also operates specialized units for inmates with mental health issues called "Residential Treatment Units" or RTU's. The RTU for the Department is located at Old Colony Correctional Center. There is a RTU for female inmates at MCI-Framingham. The RTU is a residential mental health program that serves inmates with major mental illnesses who have difficulty functioning in the general inmate population. The RTU provides a level of care that is more intensive than that received in general population but less intensive than that received in an in-patient psychiatric hospital, such as Bridgewater State Hospital.

Another program for mentally-ill inmates is the Secure Treatment Program (STP) at Souza Baranowski Correctional Center (SBCC). The STP provides enhanced mental health treatment interventions to inmates with mental illnesses and frequent disciplinary activity who typically serve time in the Department Disciplinary Unit (DDU) or who have been placed in a Special Management Unit (SMU). The STP provides psychiatric and behavioral interventions that enable the inmate to adjust to environmental demands and to be reintegrated into a general population placement.

Additionally, the Department recently opened a Behavioral Management Unit (BMU) at MCI Cedar Junction to provide mental health and behavioral treatment to inmates who require intensive intervention in order to manage in a general population environment.

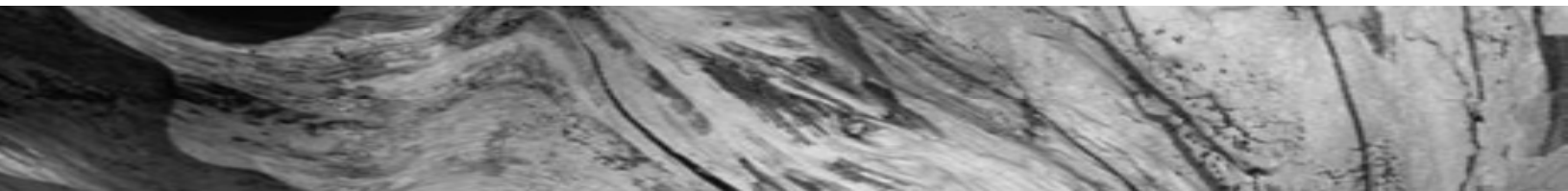
As a family member or friend, you may have an interest in an inmate's medical and mental health treatment. If you do have issues or concerns about the healthcare that an inmate is receiving, you should address your concerns by telephone or in writing directly to the Department's Health Services Division. Inmates have a legal right to privacy and confidentiality when it comes to medical information. We cannot provide medical information to you without first receiving the written approval and consent from an inmate.

For information regarding medical or mental health services, please refer to [103 DOC 630, Medical Service](#) or [103 DOC 650, Mental Health Services](#) which is accessible at the Department's internet website.

Core Value

#2

Respectful





Inmate Money

Inmates have two accounts, a personal account and a savings account. Upon admission, if an inmate is in possession of any money, it will be placed in the inmate's personal account. Inmates who obtain facility jobs, also called work assignments, are paid for those jobs. Inmates who work for MassCorr, the Department correctional industries program, are paid an hourly rate. Inmates who are assigned to jobs other than industries program jobs are paid a daily rate. Half of the money that an inmate earns from a job is placed in his/her personal account and the other half is placed in his/her savings account. This division of inmate pay into the personal and savings accounts is dictated by state law. Inmates may spend the money in their personal account on canteen items or may send it to family and friends. The money that is placed in the savings account is given to inmates upon discharge from the Department. Inmates ordinarily cannot gain access to their savings account money while they are serving their sentences in the Department so that they will have money to spend in the community for basic necessities upon reentry. There are three exceptions to this general rule. These exceptions are for inmates who are serving life sentences for any offense; inmates who have been found to be Sexually Dangerous Persons and are civilly committed to the Massachusetts Treatment Center from a day to life; and inmates for whom a Superintendent has determined there exists a compelling need to gain access to those funds.

Family members and/or friends of an inmate may arrange to have money deposited in an inmate's personal account. Money must be in an acceptable form for it to be deposited in the inmate's account: money orders (completed with your address, the inmate's name and commitment number), certified checks, or personal checks. Cash is not allowed under any circumstances. Money orders, personal checks, and certified checks are allowed to be mailed to inmates. When doing this, please remember to include the inmate's commitment number on the order. Please keep in mind that personal checks can take up to 10 business days before being cleared by the bank. People may deposit money orders and checks for inmates in a designated box at each facility or send them to the inmate via the US postal service.

For additional information regarding Accounts, please refer to [103 CMR 405, Inmate Funds](#) which is accessible at the Department's internet website.

Canteen Services

Canteen is a service that allows inmates to purchase items, including but not limited to personal hygiene products, over-the-counter medications, food items, clothing, writing materials, footwear, religious items, and approved electronics. Items may vary at each facility depending on the security level and gender of the inmate.

An inmate orders items from the canteen by filling out a form each week. The form lists all of the items that can be ordered from canteen. The forms are then collected for processing (the amount an inmate can spend on canteen items varies by facility). Delivery of the canteen items occurs each week and the day and method by which the canteen is distributed varies by facility.

Inmates are not allowed to purchase items for other inmates or from other inmates. The practice of loaning, selling or bartering of canteen items is a violation of departmental rules, which could result in disciplinary action. This is because the loaning or bartering of canteen items is a potentially dangerous practice which can threaten an inmate's safety and place him/her at risk of being threatened and assaulted by another inmate.

Inmates may purchase canteen items only if they have money in their personal accounts. Inmates may transfer money from their savings account to their personal account if they are serving life sentences (or a "day-to-life" civil commitment at the Treatment Center) or if the Superintendent of the facility in which they are housed determines that there is a "compelling" need for such a transfer. Inmates may submit requests to a facility Superintendent for such a transfer using a form designated for that purpose.

For additional information regarding Canteen Services, please refer to [103 DOC 476, Canteen and Vending Machine Operations and Expenditures](#) which is accessible at the Department's internet website.

Inmate Property

Any property item that an inmate needs can be purchased by the inmate through the facility canteen. This is the only way inmates may obtain property. Inmates cannot receive property from visitors or through the mail. The sole exception is for the purchase of books and periodicals. Inmates may purchase books and periodicals directly from the publisher, from a book club, from a book store or from the Prison Book Program. Prison Legal News is also available to inmates.

Inmates can only have items that are approved as determined by the security level of the facility. For example, items that are not allowed in a medium security facility may be allowed in a minimum security facility. Certain items are not allowed at any Department facility. The specific items that are allowed/not allowed also vary depending upon the inmate's status within the facility. You should check with the facility where your family member/friend is housed to get those specifics. For additional information regarding Property, please refer to [103 CMR 403, Inmate Property](#) which is accessible at the Department's internet website. You should note that this regulation contains a complete list of the property that inmates may have. If an item is not on this list, then inmates may not possess it and the unlisted item is considered to be contraband.

Communications

The Department encourages a system of open communication. This includes communication with family, friends, inmates, and staff. It is important that all forms of communication happen with mutual respect and appropriate tone. Doing so, will allow issues of concern to be addressed in the most effective and efficient manner. Please encourage your family member or friend to use responsible and effective means of communication to resolve issues of concern. Constructive communication is a valuable skill that will assist him/her during this period of incarceration as well as upon release. Effective communication is a lasting tool that will aide in reentry and will benefit family and community relationships. It is important to note that if a language barrier exists, the Department provides all inmates with telephonic interpreter services in their language.



Communicating Urgent Information

As a family member or friend an inmate may express a concern to you that they may not have shared with staff at the facility. If an inmate makes a statement that concerns or alarms you in a letter, through a telephone conversation or during a visit, please do not keep it to yourself. Someone's safety may depend on it. Report it immediately by the fastest means possible to the Superintendent's office (business hours) or to the Shift Commander (non-business hours) so that prompt action can be taken to ensure the safety of all. It may be an emergency if the inmate expresses despondent or suicidal thoughts; threatens to harm another inmate, staff member, victim, or other member of the public; fears for his/her safety; reports s/he has been sexually assaulted; tells you another person may harm themselves or someone else; communicates a life threatening medical emergency; or communicates anything else of an urgent or serious nature.

It is important to know that there is no such thing as consensual sexual relationships of any kind between inmates or between staff and inmates while an inmate is incarcerated. Staff are prohibited from any sexual conduct with an inmate. Staff may be disciplined, up to and including termination and may also be subject to criminal charges if they are involved in any type of sexual or romantic relationship with an inmate. Inmates are also legally protected from any kind of sexual abuse by the Prison Rape Elimination Act which is also known as PREA.

If you have unpleasant or bad news to share with an inmate that you anticipate may cause a serious reaction from him/her, such as informing them of the death of a family member, please contact the Superintendent's office (business hours) or the Shift Commander (non-business hours) so that arrangements can be made in advance for staff support. This may include having a mental health staff person, or a chaplain available. In addition, alternative visiting arrangements may be able to be made for you when you deliver the news to the inmate.

If an immediate family member is critically ill or dies, it may be possible for an inmate to be approved for an emergency release under escort to either visit the critically ill relative or attend a wake or funeral. If one of these circumstances exist you should contact the Superintendent's office (business hours) or the Shift Commander (non-business hours) to alert the facility of the situation and perhaps facilitate the emergency release under escort process. For additional information [regarding emergency releases](#) under escort please refer to [103 CMR 463: Furloughs](#), which is accessible at the Department's internet website.



Routine Communication

There are a variety of ways that inmates may communicate with staff. Correction Officers or other staff are assigned to and available in all housing units. In most cases Correction Officers are the most accessible staff members. Additionally, all inmates are assigned a Correctional Program Officer who can assist them with the majority of their questions or concerns or can direct them to the staff person who can best help them. In addition, inmates have management access periods where key managers at their facility can address their questions or issues personally or refer them to the appropriate staff member. Staff are available to assist inmates who have a language barrier. Any immediate concern such as those regarding their safety should be directed to the nearest staff person available.

As a family member or friend, if you have a concern, you should communicate first with the staff at the facility where the inmate is housed. The facility staff are most familiar with the issues and are best equipped to assist.

You can either write to the Superintendent (please see list of facilities at the end of this handbook for mailing addresses) or complete the electronic form online at www.mass.gov/doc. Concerns regarding routine medical questions may be directed to the Department's Health Service Division directly. You can either write to the Assistant Deputy Commissioner of Clinical Services (Health Services Division, Attn: Administrative Assistant, P.O. Box 426, Bridgewater, MA 02324) or complete the electronic form online at www.mass.gov/doc. Once received, your communication will be forwarded to the staff person best suited to address it. Rest assured that all communications will receive a response. If for some reason you feel your concern has not been addressed at the facility level, you may contact the Office of Administrative Resolution. That office can assist with clarification of the issue. You can either write to the Office of Administrative Resolution (Office of Administrative Resolution, Department of Correction, 50 Maple Street, Suite 3, Milford, MA 01757-3698) or complete the electronic form online at www.mass.gov/doc.

For additional information regarding Communication, please refer to [103 DOC 400, Inmate Management](#) which is accessible at the Department's internet website.

Telephones

In order to maintain family and community ties all inmates have telephone access, generally available daily. Telephone access may be limited in certain situations if an inmate is housed in a hospital unit, restricted unit, and/or serving a disciplinary sanction. For the safety of inmates and staff and to promote good security, phone calls are recorded and may be monitored, with the exception of preauthorized attorney, clergy, and professional telephone numbers. Special accommodations may be arranged for inmates who are hearing impaired or need translation services.

All inmates may place a call as either a collect call that is paid for by the called party or as a pre-paid debit call, paid for by the inmate. A pre-paid debit account must be established by the inmate prior to placing a debit call. Debit calls cost less than collect calls. A 20 minute pre-paid debit call to anywhere in Massachusetts costs \$2.15 compared to \$2.86 to the same call placed as a collect call. In order for an inmate to place a call s/he must first have the telephone number approved and documented on a P.I.N. (Personal Identification Number) sheet. Changes to an inmate's list may be made in designated intervals. Inmates are allowed up to ten personal telephone numbers.

The Department's provider of inmate telephone services (GTL) offers an Advance Pay Program that allows family members and friends of inmates the option of setting up a prepaid calling account that

is used to accept collect calls from inmates. The Advance Pay Program allows inmates to call your telephone number without the restrictions of standard monthly billing and allows families and friends the ability to receive a collect call in situations where collect calls are blocked by your provider of telephone services. After the prepaid account is established, collect calls to the telephone number may be placed up to the prepaid amount in the account. After the amount of money is used, the system will prompt the user to add funds to their account. For more information on inmate telephone calls, including calling rates, go to www.mass.gov/doc and click on Advance Pay or Implementation of Debit Calling.

If you receive unwanted telephone calls, you can request to have your number removed from an inmate's telephone list by contacting his/her specific facility and speaking with the Inner Perimeter Security (IPS) office during business hours or the Shift Commander during non-business hours.

For additional information regarding Telephones, please refer to [103 CMR 482, Telephone Access and Use](#) which is accessible at the Department's internet website.

Mail

There is no limit placed on the number of letters an inmate may receive or write at their personal expense. All correspondence should be addressed using the inmate's full name, commitment number, and the complete address of the facility in which s/he is incarcerated. Inmates who are indigent can mail three letters per week at the facility's expense and an unlimited number to any court official. All incoming correspondence is opened and inspected for contraband. It is important to note that the Superintendent may authorize the reading of incoming or outgoing mail when certain conditions exist that threaten the security of the facility. Incoming privileged mail (which includes, but is not limited to, correspondence from judges, attorneys, parole board members, probation/parole officers, superintendents of correctional facilities, etc.) will only be opened in the presence of the inmate to ensure it does not contain contraband and it is not read. An inmate may be allowed to correspond with an inmate confined in any other correctional facility in the Commonwealth, providing the other inmate is either a member of the immediate family, or is a party in a legal action in which both inmates are parties representing themselves. The superintendent may approve such correspondence in other exceptional circumstances, with particular regard to the nature of the relationship between the two inmates, and the security level of the facility. Inmate mail sent from a Massachusetts DOC facility will be stamped indicating that the letter is being sent from an incarcerated individual.

Mail received for an inmate who has been transferred or released from the facility where the mail is received, shall be forwarded promptly, whenever possible, or returned to the sender.

For additional information regarding Mail, please refer to [103 CMR 481, Inmate Mail](#) which is accessible at the Department's internet website.





Visitation

The Department welcomes visitors and recognizes the importance of visits in maintaining healthy and positive relationships with family and friends and fostering successful reentry. The Department strives to make the visiting experience pleasant while recognizing the importance of maintaining good security for the safety of visitors, staff and inmates. Each facility has specific guidelines and specific visiting hours and days that have been developed for that facility. Visitors should check the guidelines and schedules posted at the facility or the Department website for specific visiting information. (Click [here](#) to bring you to the www.mass.gov/doc website with a listing of each facility.)

Each facility has its own procedures. At a minimum you will be required to fill out a visitor request form and provide a photo identification. Examples of acceptable identification include a valid driver's license, a state identification card issued by the Commonwealth, or passport.

Children are also allowed to visit. An adult who is **not** the parent/guardian having physical custody of a minor child, must submit a completed Minor Consent Form, which is available online at www.mass.gov/doc, along with a copy of the minor's notarized birth certificate, to the facility's Superintendent and obtain the Superintendent's approval **prior** to visiting with a minor child. Adults entering a facility with a minor child shall have the minor's birth certificate and if the adult is not the parent/guardian, a copy of the approved minor consent form with them each time they visit.

Visiting days/times are established by each facility and are subject to change. Please refer to the individual facility for this information.



Family Reunification House at SMCC



Old Colony Correctional Center
visiting area



A non contact visiting area at Souza
Baranowski Correctional Center

The visitor dress code is standardized.

The following items are **NOT ALLOWED**

- Boots worn above the knee (exception – boots below the knee will be permitted October 15 – April 15)
- Work boots will never be permitted.
- Bare feet
- Bathing suits, shorts, any clothing with excessive pockets, metal, drawstrings, excessively baggy or tight clothing, hooded clothing, sheer, excessively revealing or transparent clothing, bodysuits of any type or wrap around shirts. (Children age 8 and younger may wear shorts).
- With the exception of undergarments, spandex or spandex type clothing is not allowed.
- Any clothing that displays a gang affiliation or is in any way attributable to gang culture; additionally, clothing that is obscene, racist or displays sexual content is not allowed.
- Any clothing similar to that issued to an inmate or uniformed personnel to include nursing scrubs, police, postal and utility (Class A active military uniforms are allowed).
- Fatigue or camouflage clothing.
- Double layered clothing on the bottom half of their person (e.g. two (2) pairs of pants, or skirt and slacks, etc.)
- Bibbed clothing of any type: shorts, dress, pants, overalls, jumper etc. (allowable for age 8 and younger).
- Hair accessories that cannot be easily removed to be searched.
- Bobby pins, barrettes and ribbons.
- Umbrellas, jackets, coats, vests or outerwear of any type. Exceptions can be made for those facilities where visitors have to travel outside to get to the visiting area. An area will be designated to store/hang these items not accessible to the visitor and inmate during the visit.
- Male visitors cannot wear any type of blue or black jeans into a facility that houses males. Female visitors cannot wear any type of blue or black jeans into a facility that houses females.
- Earrings, facial/body jewelry, necklaces, bracelets and watches are not allowed. The only exception regarding jewelry is a traditional engagement ring/wedding band, religious medallion on a necklace/chain and medical alert jewelry.
- Dresses, skirts and skirt slits will not exceed 2" above the knee when sitting. No wrap-around style skirts are allowed unless worn for religious reasons.
- Tank tops, halter tops, muscle shirts, or clothing that reveals the midriff or excessively exposes the back. Tube tops of any type are not allowed. Sleeveless clothing is not allowed unless covered by an article of clothing, such as a sweater, that shall not be removed.
- Sweatshirts, sweatpants, wind pants and exercise clothing (allowable for age 8 and younger).
- Clothing with zippers that go the full length of the garment with the exception of outerwear. (Allowable for age 8 and younger).
- Colored T-shirts are allowed in. T-shirts with offensive logos are not allowed.
- Leg warmers.
- Hats and head coverings of any type, unless worn for religious or medical reasons; however they must be searched prior to entering the institution.
- No electronic communication devices or those capable of storing information are allowed.



Dress Requirements for all Visitors:

- Undergarments must be worn.
- Clothing shall not be ripped, torn, have holes or missing buttons.

Exceptions to Dress Code

- Sweaters may be worn.
- Hairpieces (i.e., toupees, wigs, extensions, weaves) may be worn but must be searched. It shall be the responsibility of the visitor to inform the officer that they are wearing a hairpiece during the search processing.
- Garments with elastic waists may be worn.

Compliance with the visitor dress code is a condition of entry.

Allowable items

Infants – Visitors entering with infants will be allowed to enter with the following items:

- Two (2) clear plastic bottles with either formula, milk, water or juice, one empty sippy cup, two infant diapers and infant wipes in a clear plastic bag, one (1) receiving blanket, (1) pacifier, two (2) plastic sealed jars of baby food, (1) plastic spoon and one (1) bib.

Medication and or Medical Devices

- Visitors who maintain life-saving medication or who utilize medical devices to include: nitroglycerine, inhalers, and glucose tablets, automatic implantable cardioverter/defibrillator and/or pacemaker, wheelchairs, prosthetic devices, insulin pumps, casts, braces, medically necessary shoes, canes, walkers, guide dogs etc., or requiring the use of oxygen tanks shall obtain prior approval from the Superintendent to visit with such medication/ device(s).
- The visitor shall submit written evidence signed by a medical doctor documenting the need for such device(s) to the Superintendent for review. Written evidence shall include an anticipated end date for the use of all devices that are necessary for a limited time period (e.g. cane, cast) due to temporary medical conditions.
- Once substantiated, the Superintendent shall provide written approval to allow the visitor to enter the institution with the device(s); the Superintendent shall authorize an alternate search if deemed appropriate due to the visitor being unable to submit to a metal detection search due to physical limitations or the presence of the device(s).
- The visitor shall be required to declare the device(s) and produce the written approval by the Super-

intendent every time they visit. If an alternative search is approved, the visitor shall be subject to a personal search every time they visit the institution.

- If this is a first time visit to a correctional facility by the visitor, the Shift Commander shall be notified for authorization to enter with the necessary device(s) provided the visitor has agreed to a personal search prior to entering. This one time approval shall be documented via an incident report and made available to processing staff. The visitor shall be advised that they must obtain the required approval prior to their next visit.
- Visitors who have life-saving medication shall keep it on their person at all times.
- The officer shall note all medication or medical device(s) upon entry on the visiting form and verify upon exit of the visiting room.

If a visitor has been convicted of a felony s/he needs prior approval before visiting an inmate. The visitor will be required, as a condition of entry, to fill out a Prior Felony Request Form, before being allowed entrance to the facility. The request form goes directly to the Superintendent for review.

The Department strives to maximize the amount of visits an inmate is allowed under the visiting regulations. Please keep in mind that operational conditions exist that may require staff to shorten a visiting period. Although this is undesirable for all involved, it may be due to circumstances such as a high volume of visits resulting in overcrowding, staff shortage, or other operational conditions. The Department expects and appreciates your cooperation during these times. The amount of visits that an inmate may have at one time may vary from facility to facility. **Please refer to specific facility web pages via the Department internet site for specific information.**

We expect our staff to treat all visitors in a respectful, professional manner. We ask that all visitors extend the same courtesy to our staff. Abusive language toward staff will not be tolerated and may be grounds for denial of entry into the facility. Violations of rules and regulations may result in visiting privileges being suspended or removed. Written/verbal notification would be given to you if you were to lose these privileges indicating the reason for the removal of the privilege, how long this loss of privileges would last, as well as the appeal process.

For additional information regarding Visiting, please refer to [103 CMR 483, Visiting Procedures](#). For information regarding Attorney Visits, please refer to [103 CMR 486, Attorney Access at Massachusetts Correctional Institutions](#) which is accessible at the Department's internet website. Information regarding public transportation to correctional facilities may be found under each facility's specific webpage under www.mass.gov/doc.



Grievances

A grievance is a written formal complaint filed by an inmate on his/her own behalf. The Department encourages the use of established informal communication mechanisms first which can often result in a quicker resolution of the issue. It is important to note that inmates will not be subjected to adverse action, including disciplinary charges, for filing a grievance, except for those who abuse the grievance procedure by filing an excessive number of frivolous grievances or who intentionally and in bad faith misrepresent or omit material information. In such cases, the inmate's grievance privileges may be suspended therefore, it is important that they utilize the process for legitimate complaints.

Inmates may file a grievance by obtaining a grievance form from a designated location or staff member within the facility. Grievance forms are available to all inmates, including those in segregated units. Inmates who are illiterate, cannot adequately read, write, speak or understand English, are disabled or otherwise impaired may obtain assistance from their Correctional Program Officer if necessary.

A grievance should be filed within ten working days of the actual incident or situation or within ten working days of the inmate's becoming aware of the incident or situation.

Once the form is completed, the inmate can give it to a designated staff member or deposit it in a locked mailbox or drop box. All mailboxes or drop boxes identified for inmate grievances are opened at least once each business day.

After an inmate files a grievance, the Institutional Grievance Coordinator may interview him/her and if necessary, the staff person responsible for the area where the problem occurred. The Institutional Grievance Coordinator also investigates the factual basis of the grievance and determines whether or not the complaint has any merit

and a resolution in favor of the inmate is warranted.

The inmate is then provided with a written explanation regarding the decision. If unsatisfied, the inmate has a right to appeal the decision to the Superintendent.

The Department Grievance Manager may elect to conduct a Central Office review of any grievance where the Superintendent has determined that the grievance appeal should be denied and may take any action deemed appropriate including overturning the decision if warranted. However, the grievance process is considered exhausted once the Superintendent has rendered a decision on the grievance appeal.

Inmates cannot utilize the grievance process to address disciplinary or classification matters to include their identification as a sex offender, as these processes have their own appeal mechanisms and are considered non-grievable. Additionally, medical/mental health treatment/diagnosis and therapeutic diet concerns are non-grievable, as the contracted medical provider has its own medical grievance process however, access to medical treatment is considered a grievable issue.

For additional information regarding Grievances, please refer to [103 CMR 491, Inmate Grievance Policy](#), which is accessible at the Department's internet website.



Disciplinary

The maintenance of inmate discipline is an important way by which the Department works to achieve its mission. The disciplinary system that the Department uses is designed to maintain order while at the same time encouraging positive inmate behavior change. This system works toward this end by allowing staff to conduct fair inmate disciplinary hearings and when appropriate, to enforce consistent sanctions. This system makes a significant contribution to the agency's core mission, while helping to maintain a safe environment for all who live, work, and visit Department facilities. In addition, by treating inmates fairly, consistently and justly, it helps for them to develop a respect for the need to observe laws and rules and for the processes that support such observation and compliance.

The Department's inmate disciplinary system operates on both a Headquarters-based, and facility-based level. The Headquarters-based division is called the Central Inmate Disciplinary Unit and it is led by the Director of Discipline. At the local or facility level, the Superintendent appoints a staff member to serve as the Disciplinary Officer.

The disciplinary process begins when a staff member believes that an inmate has violated one or more of the rules listed in the inmate disciplinary regulation and determines that either informal or formal action must be taken in response to this violation. If the staff member believes that formal action should be taken, the staff member writes a Disciplinary Report. A Disciplinary Report is a claim that an inmate has violated a facility or departmental rule. The facility Disciplinary Officer reviews the report and determines specifically which charges should be filed against the inmate. When the Disciplinary Report and the specific charges listed in it are presented to the inmate, the inmate may choose to offer a plea of guilty or not guilty. If the inmate contests the charges s/he will appear before a Disciplinary Hearing Officer. The facility Disciplinary Officer will provide the inmate with evidence that s/he has requested and which s/he is authorized to receive so that the inmate can defend himself/herself before the Disciplinary Hearing Officer.

The Disciplinary Hearing Officer is an unbiased DOC employee assigned to the Central Inmate Disciplinary Unit who works for the Director of Discipline. This Officer is the staff member who will evaluate the evidence and find the inmate guilty or not guilty.

If an inmate enters a plea of guilty, no appeal is permitted of the finding of guilty or not guilty. However, the inmate may appeal the sanction. All inmates may appeal the finding (if s/he pleads not guilty) or sanction(s) of the Hearing Officer to the Superintendent within 15 days following the inmate's receipt of the Hearing Officer's written decision.

If an inmate is found guilty of one or more rule violations, a sanction may be imposed on the inmate. Sanctions vary depending on the severity of the offense but may include:

Written reprimand	Extra duty
Loss of statutory good time	Disciplinary detention
Loss of a privilege (i.e. visiting, telephone)	Cell or housing restriction
Restitution	Sentence to Department Disciplinary Unit

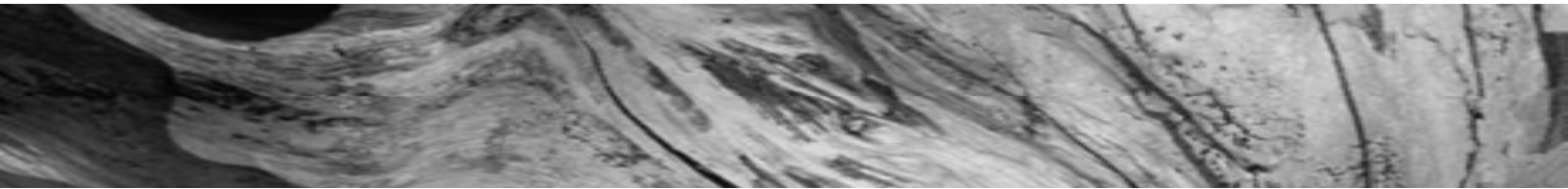
There can be negative consequences for an inmate who is guilty of violating a disciplinary rule. A very serious rule violation which may also be a violation of criminal law will be referred to the District Attorney for possible prosecution which can result in conviction and an additional sentence. In addition, a very serious violation can possibly result in an inmate being sentenced, as part of the disciplinary process, to confinement to the Department Disciplinary Unit or DDU at MCI-Cedar Junction. Less serious violations can also have adverse consequences for an inmate as well as his/her family members and friends. These consequences include suspensions of an inmate's telephone and visiting privileges. Lastly, a guilty finding can affect an inmate's classification. By adding points to an inmate's classification score, an inmate might be reclassified to a higher security facility or have a transfer to a less secure facility delayed.

For additional information regarding the Disciplinary Process, please refer to [103 CMR 430, Inmate Discipline](#) regulation which is accessible at the Department's internet website.

Core Value

#3

Honest



Legal Services and Access to the Courts

The Department of Correction provides inmates with access to the courts through the use of facility law libraries.

Access to law libraries is provided at all sites with an inmate population of 200 or more. Also, several organizations provide legal services to inmates. These services are not provided by the Department, and the organizations which provide them are not affiliated with the Department. Rather, we reference them in this section for your information. One such organization, Prisoners Legal Services (PLS), provides civil legal services to inmates in Department facilities. PLS does not provide assistance to inmates in criminal matters, but it does assist inmates with legal issues that may arise in the facilities in which they are held. Other legal service providers include the Harvard Law School Prison Legal Aid Program (PLAP) and the Northeastern Law School prisoner legal services. The PLAP and Northeastern programs primarily assist inmates with issues associated with the disciplinary process. Inmates have the ability to write and telephone PLS (617-482-2773) at Eight Winter Street, 11th Floor, Boston, MA, 02104, Harvard PLAP, and Northeastern Law School.

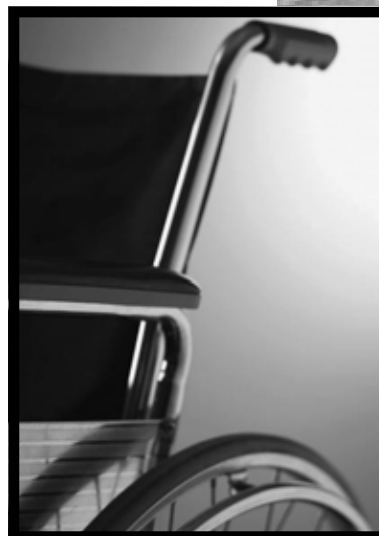
The Rights of Disabled Inmates

Inmates who are disabled will be managed in accordance with the Americans with Disabilities Act or ADA, including the provision of reasonable accommodation when warranted. The Department has a manager who is responsible for addressing inmate issues that involve compliance with ADA. That individual, the Director of Quality Improvement, is assigned to the Department's Health Service Division and can be telephoned at 1-508-279-8643.

Inmates who have physical or mental disabilities may be assisted by two other agencies as well. Any person, including an inmate, who believes that an inmate has a physical or mental disability and that the inmate is being neglected or abused in some way by another person, including a staff member, may report this belief of alleged neglect or abuse to a state agency independent of the Department. That state agency is called the Disabled Persons Protection Commission or DPPC. The DPPC headquarters is located at 50 Ross Way in Quincy, MA 02169. To report an allegation of abuse or neglect to the DPPC you can telephone its 24 hour hotline number at 1-800-426-9009. In addition, a non-profit legal

advocacy organization also can provide assistance regarding legal issues related to disabled inmates. That organization is the Disability Law Center (DLC) at 11 Beacon St. (Suite 925) in Boston. The DLC's telephone number at its main office in Boston is 1-617-723-8455.

Inmates have the ability to write and telephone both the DPPC and the DLC.





Educational Programs

The Department provides a variety of academic, vocational, and training programs, which vary by facility. A complete list of programs and locations can be found in the [Massachusetts Department of Correction Program Description Booklet](#), located on the Department's website: www.mass.gov/doc.

Educational programs are one of the most important opportunities provided by the Department.

In order for an inmate to be able to obtain a job that enables him/her to support themselves and their family and live a crime-free, law abiding life upon re-entering the community, it is imperative that the inmate has basic academic and vocational skills that enable him/her to obtain a job and then retain it. Toward this end, the Department provides a continuum of academic educational programming ranging from primary education to high school equivalency preparation and testing, to college level. These programs include adult basic education, Pre-GED, GED preparation and testing, English as a Second Language, and the college programs. The Boston University Program is donated, free-of-charge, to the Department without cost to the taxpayers. That program leads to a Bachelor's Degree. The second college program is supported by Youthful Offender federal grant funds. This program leads to an Associate's Degree and inmates receive programming via a distance learning college or Mt. Wachusett Community College.

The Department also provides vocational education and training opportunities to inmates. Some vocational programs offered include auto-body repair, barber school, Braille transcription, building trades, computer technology, cosmetology, culinary arts, horticulture, welding, automotive repair, small engine repair, heating ventilation and air conditioning, and computer technology.

Some services are available to inmates with disabilities and special needs. The Division of Inmate Training and Education receives a Title I grant from the federal government that utilizes funds to provide for supplemental instructional services to inmates who are 21 years of age or less. The instruction is primarily in reading, mathematics, and language arts and targets the most academically needy students. Special Education is designed to provide individual or small group instruction to those with learning or developmental disabilities. Reentry Services are available in employment readiness workshops provided by the Employment Managers.

An important supplement to the formal academic and vocational programming provided by the Department, are the facility libraries. Most facilities have both general and law libraries or at least access to these services. Many sites, in addition to having their own collections of reference, non-fiction, and fiction materials, also have agreements with the local public libraries in their respective host communities for loaning of materials which otherwise would not be available in facility libraries to inmates. Facility libraries are equipped to provide full library services and are staffed by one or two professional librarians depending on the needs of the facility. For additional information regarding Educational Programs, please refer to [103 DOC 441, Inmate Training and Education](#), which is accessible at the Department's internet website.



Substance Abuse Services

Program Services

Most of the inmates who are committed to the Department will be released to the community at some point in the future. An important goal of inmates should be to take those steps, while in the Department's custody, which enable them to stay out of prison after being released. The Department offers a variety of effective programs and services that are designed to reduce recidivism, or the return to prison, and provide inmates with the knowledge, education, and skills that will significantly increase their level of success when returning to the community. The programs that the Department provides have been proven to work. That is, there is evidence that they are actually effective in reducing recidivism. An important part of providing program access to inmates is to match the needs of individual inmates with the available program resources. More simply put, it means providing the right program to the right inmate at the right time. The Department has established a test to determine the priority by which an inmate gains access to these programs. The two most important factors in this test are normally the inmate's level of need and earliest release date. [The Massachusetts Department of Correction Program Description Booklet](#), located on the Department's website (www.mass.gov/doc), can provide you with a detailed description of programs available and the facilities in which they are located. Some examples include substance abuse treatment, violence reduction, religious services, volunteer services (consisting of approximately 1,400 dedicated volunteers state-wide), parenting programs, self-help & support groups, and reentry workshops.

Participation in any program is voluntary, but inmates are strongly encouraged to enroll in and participate in as many programs that meet their risk needs and are available to them. As a family member or friend of an incarcerated person, you could assist your family member/friend by encouraging him/her to use their time wisely, participate in programs, and work towards a successful reentry into the community.

Substance abuse, whether it is abuse of alcohol, drugs, or both, is a serious problem in our communities. It is estimated that about 80% of inmates committed to the Department have had substance abuse problems. Substance abuse is a major factor in criminal behavior, imprisonment, and recidivism. Correctional facilities provide programs and services which attempt to reduce or alleviate substance abuse among inmates. Upon admission to the Department, all criminally sentenced inmates are individually assessed for their recommended level and intensity of substance abuse treatment. Program recommendations include referrals made to residential treatment, non-residential treatment, and/or support groups.

It is not uncommon for the family members and friends of inmates to have substance abuse problems as well. If you or another family member or friend of an inmate do have a substance abuse problem, you are encouraged to seek help for it. Upon reentry to the community, an inmate will need the support of family members and friends in order to be successful. It will be difficult to provide such support if you, a family member, or friend is impaired by substance abuse. Additionally, often times when a family member is a substance abuser, the entire family receives treatment. Your family physician or clergy person may be able to assist you by discussing your feelings or finding professional assistance.

For additional information regarding Programs, please refer to [103 DOC 445, Substance Abuse Programs](#) and [103 DOC 493, Reentry Policy](#) which are accessible at the Department's internet website.





Volunteer Services

The Department is fortunate to partner with approximately 1,400 dedicated volunteers from the community who provide valuable services to the inmate population. All Department volunteers receive orientation prior to beginning their service in Department facilities. Many volunteers provide religious services to inmates, either working under the supervision of Department chaplains or somewhat independently of them. Other volunteers provide substance abuse services in self-help programs such as AA or NA.

The Department's Program Services Division is attempting to expand both the number of volunteers who serve in facilities as well as the scope of services that they provide.

The Department values volunteers and the important service that they provide. Utilizing the valuable services of volunteers allows the Department to provide additional programs for inmates at no cost to the taxpayers of the Commonwealth. For additional information regarding Volunteer Services, please refer to [103 CMR 485, Volunteers and Volunteer Programs](#) which is accessible at the Department's internet website.

Sex Offender Treatment Programming

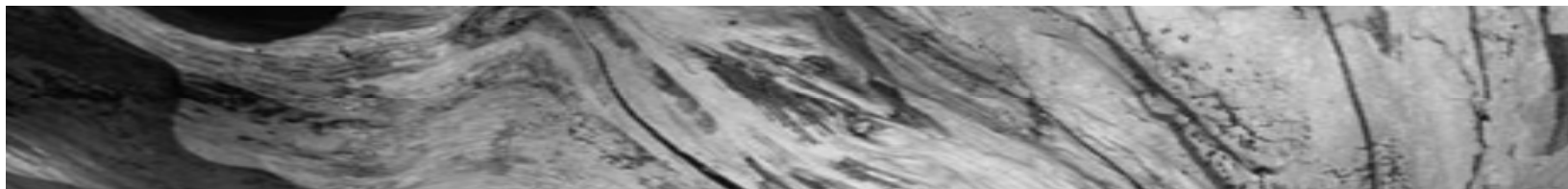
The Department is committed to the treatment of those individuals with a present indication or prior history of involvement in sex offenses. This is because sex offenses are serious violations of the victim and can have devastating life-long consequences for the victim. Sex offender treatment is an important means by which the Department strives to protect public safety by reducing the likelihood of an inmate re-offending. The goal of this program is to reduce recidivism by modifying the behavior and symptoms that contribute to sexual offending. Inmates who are identified as sex offenders and are within six years of their earliest release date are referred to Sex Offender Treatment. The Sex Offender Treatment Program consists of three segments, Pre-Treatment, Core Treatment, and Maintenance. The Core Treatment Program is provided only at the Massachusetts Treatment Center in Bridgewater. The two other program segments are provided at NCCI-Gardner and MCI-Norfolk for male inmates and at MCI-Framingham for females.

For additional information regarding Sex Offenders, please refer to [103 DOC 446, Sex Offender Management](#) which is accessible at the Department's internet website.

Core Value

#4

Caring





Reentry Services



Successful reentry of offenders often depends upon the existence of resources within the community to address identified transition needs of those offenders. The community and other stakeholders also share a responsibility in this public safety objective, and have a role to play. Establishing linkages to community based resources is a critical component of the discharge planning process for a correctional agency. In order to prepare for a successful reentry to the community, it is important that inmates are willing to take responsibility and become active participants by enrolling in programs that are offered at their facility.

One area that can be very important to the reentry process is what is called "pre-release". Eligible inmates who are within 18 months of parole eligibility or their release date may be classified to participate in the pre-release program. The pre-release program is essentially an employment program: inmates are employed at jobs in the community and make at least minimum wage. Inmates have an opportunity to save money prior to release as well as learn or re-establish work habits that will be expected of them as free citizens in the community. Inmates in pre-release programming are responsible to pay state and federal taxes and a room-and-board fee to the Commonwealth. Pre-release programming is provided for male inmates at the Pondville Correctional Center in Norfolk, Northeastern Correctional Center in Concord, and Boston Pre-Release Center in Roslindale. Pre-release programming for female inmates is provided at South Middlesex Correctional Center in Framingham. The goal is to promote successful reentry by providing employment experience and encouraging post-release employment. In some instances, inmates may be able to continue working at their pre-release job after their return to the community.

The Department of Correction continues to be actively involved in inter-agency collaborative efforts directed at post-release placements with community based agencies concerning housing, employment, and treatment needs.

Reentry Presentations are provided by every Institution for inmates within 6 months of release. The goal of these presentations is to facilitate interaction between inmate and community providers. This allows for a connection to be made and for individual concerns to be discussed. Included in the presentations are representatives from the Reentry Housing Program, Parole's Regional Reentry Centers and Transitional Housing Program, MassHealth Pilot Program and Employment Readiness/Career Centers. Additional subjects are addresses such as Veterans Benefits and Department of Transitional Assistance Benefits.

Institutional Release Committee meets monthly and reviews every inmate that is within 6 months of their release. The committee looks at a snap shot of each releasing offender and begins to identify concerns and needs specific to each case. The committee is chaired by the Director of Treatment, members include the Records Manager, contracted Medical staff, contracted Mental Health staff, and assigned Correction Program Officers. In addition, Institutional Parole Officers and various contracted reentry staff are welcome and encouraged to attend.

Each assigned Correction Program Officer begins by presenting information about the offender to communicate his/her status and collaborates with participating members of the committee. If needs are identified beyond the committee's resources, the offender shall be referred to the next level of services.

- Case Conferencing
- Reentry Housing Program
- MassHealth Pilot Program
- Regional Reentry Centers
- Transitional Housing Program
- Treatment Program via the Housing Resource Search Application
- Veterans Affairs Partnership

The Department partners with MHM Correctional Services and University of Massachusetts Correctional Health to conduct **Case Conferencing** for high-risk offenders releasing to the community. The Institution Release Committee refers inmates for a case conference who have been identified as at risk for homelessness with elevated medical, mental health, and/or substance abuse issues. Case conferencing is designed to maximize accountability and ensures that specialized discharge planning resources are dedicated to the highest risk offenders.

MassHealth and the Department have partnered to create the **MassHealth Pilot Program** that ensures that releasing offenders are provided with medical coverage upon release. This partnership creates a continuum of care that allows for a smoother transition to the community for releasing offenders. Medical and mental health appointments may be set up prior to release creating continuity for the offender that reduces risk and contributes to the safety of communities. Approximately 60 days prior to release, Correctional Program Officers begin the process of applying for MassHealth coverage using the electronic online Virtual Gateway application system. This unprecedented access for Department staff to the MassHealth system enables staff to monitor the application status and identify any needs for further proof of identification. Offenders released with MassHealth coverage are able to get needed medical or mental health coverage and substance abuse treatment to continue in the community. This trailblazing program has been nationally recognized as a model for other states to replicate.

The Department works in conjunction with the Massachusetts Parole Board in discharging offenders to **Regional Reentry Centers (RRCs)** on the day of release. Eligible offenders, those without post-release supervision under Probation or Parole, are transported to an RRC and released from that location. Regional Reentry Centers are located in Springfield, Quincy, Lawrence, Framingham, Brockton, New Bedford and Worcester. These locations were targeted due to the high occurrence of releasing offenders returning to these communities.

The staff at Regional Reentry Centers work with offenders to identify needs and coordinate with social service agencies in an effort to reduce duplicative efforts which help to maximize and leverage existing resources. In addition to connecting offenders with services in their communities, the RRC, through an agreement with the Registry of Motor Vehicles, are able to facilitate offenders obtaining Massachusetts identification.

The Massachusetts Parole Board coordinates with the Department in providing the **Transitional Housing Program (THP)**. The Transitional Housing Program provides community beds for parolees and ex-offenders through one of its twelve community housing vendors. Offenders are provided with up to four months of transitional housing and are matched with additional resources that have been identified as a need area. Education, vocational training and substance abuse treatment programs are essential components to stable housing and are therefore included in the housing options for released offenders. THP provides offender's stable housing which in turn leads to employment and self-sufficiency.



The Department has created a searchable and user friendly database that enables staff to identify appropriate housing options for releasing offenders. The **Housing Resource Search Application** was developed through collaboration between the Reentry Services Division and Technical Services with input from over 70 staff members and approximately 45 community housing/treatment programs. As of August 2010, there are 200 statewide residential programs, shelters, and sober houses that have been included in the database. The detailed information included in the database allows Correctional Program Officers options when working with offenders in determining release plans. The continuing efforts of staff in guiding offender placements, enhances public safety by working toward a “housing first” model.

Inmates are encouraged to ask any questions they may have regarding their release planning needs. Inmates may also meet with their CPO and ask questions regarding reentry services and/or conduct research in his/her facility’s library.

For additional information regarding Reentry, please refer to [103 DOC 493, Reentry Policy](#) which is accessible at the Department’s internet website.

Parole

The Massachusetts Parole Board is a separate agency from the Department. The Parole Board is an agency within EOPSS that is authorized to grant paroles, supervise the parolee, and make recommendations to the Governor in regards to pardons and commutations. The Department does not have control of paroles, commutation or pardons.

If you have additional questions regarding Parole, please visit www.mass.gov/parole.

Victim Services

The Department is dedicated to public safety and to ensuring that inmates are held accountable for their actions affecting crime victims and society. Tools, such as custody, supervision, treatment, education, and work, are used to help rehabilitate those in our custody.

The Department is equally committed to serving crime victims’ needs. The Department respects their individual journeys to healing and justice, and the special place they hold in our society. Toward that end, the Department strives to provide timely and accurate notification, information, and support services to crime victims/survivors and the community. The Department also works closely with other dedicated organizations and individuals to provide additional services to victims/survivors.

One of our more important initiatives involves Victim Offender Dialogue (VOD). VOD is a victim-initiated, post-conviction process by which a survivor of violent crime is enabled to meet and talk – in a secure and facilitated setting – with the inmate who is incarcerated for that crime. While the VOD process is completely voluntary for each victim and each inmate, it can be initiated only by the victim/survivor, not the inmate. This is done in order to protect the well-being of the victim/survivor. VOD allows victims/survivors to feel more thoroughly and directly heard by the inmate, and it allows inmates to more thoroughly understand the personal impacts of what they have done. While VOD is not necessarily desired by, or allowed for, every survivor or inmate, victims and inmates who go through the victim-initiated VOD preparation and dialogue process report a greatly increased sense of understanding. This not only helps the survivor of the crime in his/her healing process, but it helps inmates better understand the deep effects of crime on victims and their families, on inmates and their families, and on our communities.

If you have been a victim of a crime and want to be notified when an inmate is being released or have any other questions, you can confidentially contact the Victim Service Unit by calling 1-866-6VICTIM.

The Effects of Incarceration on Families

You or another member of your family may feel a wide range of emotions following the incarceration of your family member. It may be difficult for you to deal with his/her absence in your everyday life and you may feel a loss in your relationship. On the other hand, you may decide at some point that it is not in your best interest or the best interest of other family members to continue your relationship with him/her. This too may be a difficult decision for you. Every situation is different and there is no right way to manage the impact of this incarceration. It is important you acknowledge these emotions and seek professional help if appropriate. Your family physician or clergy person may be able to assist you by discussing your feelings or by helping you find professional assistance in this time in your life.



Services for Families and Friends

Mass 2-1-1 is a service provided by the United Way for free access to health and human services information and referrals. For example, 2-1-1 can offer access to food banks, clothing, shelters, support groups, drug and alcohol intervention, health insurance programs, employment support, support for older Americans and persons with disabilities, quality child care, after school programs, and many more. In order to contact Mass 2-1-1, dial 2-1-1 from any telephone.





List of Facilities

Bay State Correctional Center
28 Clark Street P.O. Box 73
Norfolk, MA 02056
(508) 668-1687

Boston Pre-Release Center
430 Canterbury Street
Roslindale, MA 02131
(617) 822-5000

Bridgewater State Hospital
20 Administration Road
Bridgewater, MA 02324
(508) 279-4500

Massachusetts Alcohol and Substance Abuse Center
2 Administration Road
Bridgewater, MA 02324
(508) 279-3500

Massachusetts Treatment Center
30 Administration Road
Bridgewater, MA 02324
(508) 279-8100

MCI-Cedar Junction
Route 1A P.O. Box 100
South Walpole, MA 02071
(508) 660-8000 or
(508) 668-2100

MCI-Concord
965 Elm Street P.O. Box 9106
Concord, MA 01742
(978) 405-6100

MCI-Framingham
99 Loring Drive P.O. Box 9007
Framingham, MA 01704
(508) 532-5100

MCI-Norfolk
2 Clark Street P.O. Box 43
Norfolk, MA 02056
(508) 660-5900

MCI-Plymouth
Myles Standish State Forest
1 Bumps Pond Road
Plymouth, MA 02360
(508) 295-2647/0368 or
(508) 291-2441

MCI-Shirley
Harvard Road P.O. Box 1218
Shirley, MA 01464
(978) 425-4341

North Central Correctional Institution
500 Colony Road P.O. Box 466
Gardner, MA 01440
(978) 630-6000

Northeastern Correctional Center
976 Barretts Mill Road P.O. Box 1069
West Concord, MA 01742
(978) 371-7941

Old Colony Correctional Center
1 Administration Road
Bridgewater, MA 02324
(508) 279-6000

Pondville Correctional Center
1 Industries Drive
P.O. Box 146
Norfolk, MA 02056
(508) 660-3924
(508) 668-0808 or
(508) 668-8516

Shattuck Hospital Unit
180 Morton St
Jamaica Plain, MA 02130
617-522-7585

South Middlesex Correctional Center
135 Western Avenue
P.O. Box 788
Framingham, MA 01701
(508) 879-1241 or
(508) 875-2883/2884/2885

Souza-Baranowski Correctional Center
Harvard Road P.O. Box 8000
Shirley, MA 01464
(978) 514-6500

Terms and Definitions

Canteen- a service that allows inmates to purchase items including personal hygiene products, over-the-counter medications, food items, clothing, writing materials, footwear, religious items, and approved electronics.

Classification- the process by which the inmate's custody requirements and programmatic needs are matched to the appropriate security level to ensure his/her safety and the safety of the public.

Commissioner- The Chief Executive Officer of the Department of Correction. The Commissioner is responsible for the overall management and operation of the Department and ensures the safe, humane incarceration of inmates committed by the judicial system to state custody.

Commitment Number- an identifying number assigned to an inmate upon commitment to the Department of Correction.

Concurrent Sentences- sentences that can be served at the same time.

Contraband- items/articles that are not approved by the facility and approved items that have been altered and/or are over the required limit.

Department- Department of Correction

D.O.C. - Department of Correction

Deputy Commissioner of the Administrative Services Division- The executive staff person who reports to the Commissioner, and whose duties include the management of: the administrative aspects of the Department including the Division of Human Resources, Employee Relations, Administrative and Fiscal Services, the Budget Office, Resource Management, the Division of Staff Development, the Office of Affirmative Action, Technology Services and the Special Operations Division.

Deputy Commissioner of the Classification, Programs and Reentry Division- The executive staff person who reports to the Commissioner, and whose duties include the management of: Health Services Division, Central Classification Division, Program Services, the Reentry Services Division, Inmate Training and Education, the Division of Inmate Risk and Assessment, Female Offender Services and Victim Services.

Deputy Commissioner of the Prison Division- The executive staff person who reports to the Commissioner and whose duties include the management of: Assistant Deputy Commissioners of the Northern and Southern Sectors, the Community Work Crew Central Division, Office of Investigative Services, the Central Inmate Disciplinary Unit, and the Central Transportation Unit.

Department Disciplinary Unit (DDU) - a restricted area or areas designated by the Commissioner to which an inmate has received a recommended sentence by a Special Hearing Officer. The sentence must be approved by the Deputy Commissioner of the Prison Division.

Detainer- a legal document in an inmate's record stating that s/he is wanted by another county, state, or federal system and should be transported to another correctional system rather than being released to the street.



Disciplinary Officer- an Officer of supervisory rank that oversees disciplinary functions at the facility level.

Disciplinary Report (D-Report) - a claim that an inmate has violated a unit or departmental rule.

From and After Sentence- a sentence that is served separately before or after another sentence.

Grievance- a written complaint filed by an inmate on the inmate's behalf.

Hearing Officer- an Officer of supervisory rank who conducts disciplinary hearings.

Inmate Orientation- information that is presented to inmates by Correctional staff within four weeks of admission.

Inmate- any individual, whether in pretrial, unsentenced, or sentenced status, who is confined in a correctional facility.

Indigent- Upon request for waiver of fees or cost, an inmate may be declared indigent if:

At the time of the request, the inmate has, in all accounts to which s/he has access, a total amount less than or equal to \$10.00 plus the cost or fees needed, and

At no time for the sixty days immediately preceding the request, have the inmate's accounts contained more than \$10.00 plus the cost or fees needed.

In addition, the superintendent **may** in his/her discretion, designate an inmate as indigent if the inmate has less than \$2.00 in his/her account at the time of the request, or in other circumstances as s/he deems appropriate.

Institutional Grievance Coordinator- the staff person responsible for resolution of grievances and for coordinating the operation of the grievance procedure at the facility level.

Maximum Sentence- the last day of the court sentence confinement for one or more sentences.

Minimum Sentence- a date set by the court for the earliest consideration for parole.

Parole- a conditional release from prison that allows an inmate to serve the rest of his/her sentence in the community after serving a portion of the sentence in prison.

Probation- a sentence ordered by the court allowing an inmate to remain in the community with the supervision and guidance of a Probation Officer, under certain conditions that the court may dictate.

Projected Release Date- the estimated date of release that is derived from any time credits that the inmate has earned or is projected to earn until the time of his/her release. The projected release date is dependent on the inmate's earned or lost time credits and is always subject to change.

Special Management Unit (SMU) - a housing area separate from general population in a facility in which inmates may be confined.

Superintendent- the chief administrative officer of a correctional facility.



Evaluation

Was the hand book helpful in answering your questions? Yes_____ No_____

Why?

Were relevant topics covered? Yes_____ No_____

Were there additional topics you would like covered or any subjects that you would like more information about?

Where did you reference the manual and how could we make information easier to access for you?

On line_____ Visiting Room_____ Mailed Home_____ Other_____

Please share any other comments:

Massachusetts Department of Correction
Office of Administrative Resolution
50 Maple Street
Milford, MA 01757

